

## Return & Exchange Policy

All physical products sold on [www.buma.in](http://www.buma.in) are covered under our Warranty Policy & will be adhered to accordingly.

In order to get a defective item replaced

- Contact Customer Care via the contact us page or request a call back, within 24 hours from the date of delivery.
- The defective product or part will be recalled and a replacement will be shipped only after verification & approval by our service engineer/regional customer care head who will contact you within 48 working hours on receipt of your complain.

### **Please note –**

- Replacement can be for the entire product or part(s) of the product subject to availability of the same with BUMA.
- Replacement is offered for the products sold at [www.buma.in](http://www.buma.in) only.
- **All products should be checked thoroughly during delivery for any incidental damages.** No claim, except manufacturing defect, will be entertained once the product is delivered & money received.

## **CANCELLATION**

If you cancel your order within 24 hrs of placing it, we will refund the entire amount. Or else the order will be considered confirmed.

**Note:** If you receive a package that is open or looks to have been tampered with, do not accept it. Contact BUMA on [www.buma.in](http://www.buma.in) , and we will have the issue quickly resolved.

Following shall not be eligible for return or replacement –

- Damages due to misuse of product;
- Incidental damage due to malfunctioning of product;
- Products with tampered or missing parts & packaging;
- Any damage / defect which are not covered under the manufacturer's warranty;
- Any product that is returned without all original packaging and accessories, including the box, BUMA's packaging if any, and all other items originally included with the product(s) delivered

## **Special Notes**

"We as a merchant shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by us with our acquiring bank from time to time